

Job Title:	Director – Property Management
Location:	Edmonton
Reporting to:	Chief Operating Officer
Direct Reports:	EA Property Management, Property Manager,
Date:	March 2017

Business Focus Statement:

Financial and operational performance of all properties and the property management team assigned to the Edmonton real estate portfolio.

Operational and Leadership Accountabilities:

- Creating and implementing market dependant, mainstream, creative and innovative strategies that realize on opportunities and optimize the value of the property, building and portfolio overall.
- Cost control within the properties and the property management team;
- Loading, billing, collections of all commercial, residential, parking, sign, telecom, storage and all other property lease agreements and corresponding revenues.
- Industry leading property/building curb appeal;
- Property/Building/Occupied and Vacant space operational performance including compliance, preventative maintenance, scheduled and unscheduled repairs and maintenance, capital improvements, replacements and additions, tenant improvements and Landlord Work;
- Industry leading Tenant service & Landlord/Tenant relationship before, during and after term of lease;
- Creating periodic reporting, budgeting, forecasting, and actual vs budget property performance;
- Hiring, growing and overall performance of direct reports within the property management team including property managers, property administrators, service desk, residential leasing and concierge positions.
- The performance of Property/Building service providers, contractors and vendors;
- Creating, documentation and ongoing implementation of property management team best practices, policies, procedures and playbooks;
- Creating, documenting and realizing on annual and quarterly property management team and property based objectives and key results;
- Work with the Executive to develop a vision for each of the properties and the organization overall;
- Creating and fostering positive and constructive relationships with all other parts of the organization, industry groups and the community;
- Creating and fostering a culture of accountability.

Candidate Qualifications:

Required:

- A minimum of 10 years of property management experience
- RPA or CPM designation
- Demonstrated ability to provide team leadership, mentorship and loyalty.
- Proficient computer skills and knowledge of Microsoft
- Strong inter-personal, organizational, communication and negotiation skills
- Class 5 license and own automobile
- Security clearance

Candidate Assets:

- Associate licensed through RECA to trade in real estate
- Post-secondary education with emphasis in Business or Accounting
- Experience with Yardi property management software

Candidate Values:

- Honesty, integrity respect and business ethics;
- Hard Work;
- Ongoing Intellectual challenge;
- Loyalty;
- Team work;
- Objectives and Key Results;
- Creative, innovative, can do, and results oriented culture